

## **JOB DESCRIPTION**

**Job Title:** Facilities Management Assistant  
**Department:** Facilities Management  
**Reports to:** Facilities Management Team Leader  
**Supervises:** N/A  
**Grade:** B

## **PURPOSE OF THE JOB**

The purpose of the Facilities Management Assistant (FMA) post is to participate as an effective team member of the Facilities Management Team (FM) to ensure the delivery of Facilities Management services to its customers.

## **MAIN DUTIES**

- Facilities Management is a diverse group offering a wide range of services which are: Facilities Services, Post, Scanning, Microfilming, Portering, Caretaking and Couriering.
- FM services include:
  - Office accommodation and general office environment
  - Internal and external building management
  - Office furniture and equipment
  - Office service contract administration
  - Scanning and document management
  - Caretaker, porter and courier service
  - Microfilming and archiving
  - Staff support and response
  - Purchasing
  - Post room and delivery service
- To perform duties of the post to standards and guidelines set out by FM Team Leader and service requirements.
- To ensure that FM delivers a consistent, high quality service.
- To participate with the other FM Assistants to ensure that the Argyle Road Council Offices are opened and ready for business as per the procedures of FM at 07:00 each weekday until the required closing time and at weekends when required.

- To be adaptable to the different meeting room set up requirements and adaptable to changing start of day procedures.
- To ensure that all incoming mail and parcels to the building are collected and delivered within agreed service levels.
- To ensure that all outgoing mail from the building is prepared, recorded, collected and delivered within agreed service levels.
- To assist the Facilities Management Team in ensuring that ad hoc and scheduled Facilities Services tasks are completed within agreed and statutory deadlines
- To conduct the delivery of Committee agendas to councillors around the district as agreed with Democratic Services, as well as other scheduled and ad-hoc deliveries.
- To ensure all dealings with staff, councillors and public are conducted in a customer focussed manner within the procedures of FM and the organisation, liaising with other services when required.
- To ensure that meeting rooms are made ready and cleaned after use.
- To ensure refreshments are provided as required for meetings.
- To work effectively with the rest of the FM team to ensure that any emergencies which may arise during meetings are dealt with in a timely and efficient manner.
- To ensure that minor defects with any FM equipment, furniture, signage are reported through the correct channels and repaired to a safe working condition where possible.
- To assist in ensuring that the standard of cleanliness throughout the building is kept to a high standard.
- To consider Health and Safety implications of yours and others actions at all times.
- To ensure that the Argyle Road Council Offices are secure as per the procedures of FM each evening and at weekends when required.
- To issue ID and entry cards as requested by other departments and explain the parking and security procedures of the building.
- To contribute to FM's role in out of hours emergency procedures as a key holder of the building, and to assist, as required, with Civil emergency duties, including setting up the District Emergency Centre.
- To be an operational member of the Facilities Services team assisting in the wide variety of projects and support services undertaken by the team
- To assist the Facilities Management Team in ensuring cleaning contractors complete their scheduled workload effectively.

- To provide assistance in the post room and document management areas of Facilities Management
- To provide backup to the Councils in house courier service
- To assist when necessary with the creation of Purchase and Sales orders.
- To assist with any ordering of goods for the Facilities Management Team and other departments.
- To be available to deal with any emergencies which may arise during all meetings.
- To ensure that defects to the building or equipment, and deficiencies in the standard of cleaning of the building are reported to the Facilities Management supervisor.
- Liaise with any external contractors when necessary in a professional manner and ensure that contractors abide by their contractual obligations and SDC rules.

## **GENERAL RESPONSIBILITIES**

- To embrace the values and behaviours of the Council.
- To comply with the Council's Safeguarding policy.
- To comply with the Council's Equal Opportunities policy
- To comply with the Council's Health & Safety policy.
- To participate in any relevant training for the duties of your role as well as the necessary training to enable you to assist in other FM roles.
- To participate fully in the Councils staff appraisal scheme.
- To undertake any other duties that may be assigned from time to time consistent with the grade of the post.

**Location:** Council Offices, Argyle Rd, Sevenoaks

**PERSON SPECIFICATION**

**Job Title: Facilities Management Assistant**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>SKILLS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Excellent customer service skills</li> <li>▪ Excellent team working skills</li> <li>▪ Experience of office services</li> <li>▪ Computer literacy, including MS Office suite</li> <li>▪ Understanding and awareness of manual handling issues and techniques</li> <li>▪ Good basic maintenance and repair skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid skills</li> </ul>
<b>APPROACH</b>	<ul style="list-style-type: none"> <li>▪ To be professional, responsible and courteous to all customers.</li> <li>▪ Customer focussed</li> <li>▪ Flexible and adaptable approach to work</li> <li>▪ A positive "can do" attitude</li> <li>▪ Commitment to achieve corporate and team targets</li> <li>▪ Ability to work under pressure</li> <li>▪ Reliable and punctual</li> <li>▪ Willingness to undertake any relevant training and learn new skills</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>▪ Able to carry out physical aspects of the role, such as manual handling</li> <li>▪ Available to work unsociable hours when required. This includes ensuring the Council Building is open at 7am and closure of the offices on a daily basis, as well as filling key holder duties that may include late night call out.</li> <li>▪ Full and clean driving licence</li> </ul>	